

912010/03/01

Revised

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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**TITLE: HELP DESK SPECIALIST**

**DEFINITION**

Under general supervision, to serve as a source of information and referral utilizing quick recognition and offering possible resolution of problems with Information Systems products and service; serve as a communication bridge between end users and Information System personnel, schedule maintenance calls; and to do related work as required.

**REPORTS TO:** Information Systems Director

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from higher-level management staff, as assigned.

**EXAMPLES OF DUTIES**

Typical duties may include, but are not limited to, the following:

- Respond to users inquiries regarding on line systems and personal computer related techniques and assign task and calls to appropriate technicians.
- Interview customers over the phone with multiple types of system/applications errors following specific guidelines on call processing, prioritizing, and escalation procedures.
- Act as receptionist to the public, take and respond to calls, screen inquiries, take messages and answer questions requiring an understanding of policies and procedures of the work unit.
- Ensure that problems are promptly addressed, documented, and rectified, accurately and on time, with the proper follow-up and customer service.
- Review all incoming Helpdesk e-mail and follow through with requests.
- Provide first line Helpdesk telephone support.
- Create and maintain Internet procedures.
- Participate in the preparation of reports using a variety of logs, ledgers, and supporting documents.
- Assist in the implementation of new programs and procedures.
- Serve as e-mail system administrator.
- Review and ascertain virus warnings; check for hoaxes before escalating to team leader.
- Perform other clerical duties such as ordering office supplies, maintaining supplies inventory, and typing various reports and correspondence as assigned.

**QUALIFICATIONS**

**Knowledge of:**

- Modern office practices, procedures, and equipment.
- Personal computer operation and software applications.
- Operational uses and capabilities of major data processing equipment.
- Record keeping and clerical accounting principles and practices.
- General principles of computers and computer processing procedures.
- English usage and basic math.
- Records storage and handling techniques.

**Ability to:**

- Operate a micro or mini computer, personal computer, calculator, typewriter, and other office equipment.
- Communicate clearly and concisely, orally and in writing.
- Effectively manage multiple projects simultaneously.
- Handle confidential information with discretion.
- Maintain accurate records and files.
- Understand and follow oral and written instructions, flow charts, and documentation.
- Perform arithmetic computations and maintain records and files.
- Develop an understanding of the assigned work and identify routine inconsistencies and/or errors in the data quality.
- Plan, organize, and assign the input and output data for the centralized computer system.
- Identify problems, recommend, and implement an effective course of action.

**Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade, preferably including or supplemented by courses in bookkeeping, accounting, computer science, and/or data processing.

Experience: Three years of experience in the performance of data quality assurance, financial, or accounting operations.

**MEDICAL CATEGORY:** Group 1

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Help Desk Specialist

**TO:**